COMMUNITY NEWS FROM NORTH HERTFORDSHIRE DISTRICT COUNCIL

OUTLOOK

YOUR COUNCILLORS HERTS CARELINE COMMUNITY GRANTS WHAT'S ON

A WHEELIE BIG HIT

IN NORTH HERTFORDSHIRE

Photo: ©Oliver White of Wheelie Lodge

SUMMER 2018 www.north-herts.gov.uk

FROM THE LEADER

"I would like to begin by congratulating Herts Careline for their recent 100% customer satisfaction figures. Their services, such as community alarms and telecare services can provide much needed reassurance for users and their friends, families, and carers, as they know help is on hand at the press of a button, 24 hours a day, 7 days a week. They have also recently launched a new innovative Portable Pendant service 'The Herts Bernie' (details on page 3), meaning help is now available both inside and outside the home.

The Council has also recently joined forces with Stevenage Borough Council's domestic abuse service, Stevenage Against Domestic Abuse (SADA) (page 18), to provide support and crisis intervention for victims of domestic abuse. A wide range of support is available to both men and women, so please do get in touch if you need help.

Finally, at the time of writing we are three weeks into our new waste and recycling contract with Urbaser. Unfortunately we have had some initial operational problems, however Council officers and Urbaser staff have been working tirelessly to rectify these problems as quickly as possible. I would like to thank residents for their patience and understanding.

Let's hope that we are in for a warm and sunny Summer so that we can enjoy all that our beautiful North Herts has to offer."

CLLR LYNDA NEEDHAM,
LEADER OF NORTH
HERTFORDSHIRE DISTRICT COUNCIL

IN THIS ISSUE...

PAGE. 3 Herts Careline
PAGE. 5 Parks Herts
PAGE. 6/7 Waste and Recycling
PAGE. 11 Environmental Crime
PAGE. 16/17 What's on

CONTACTING NHDC

Most NHDC services can be accessed online. Find out the date of your next waste collection, apply for a licence, report an issue, register to vote or pay a bill, all through our website: www.north-herts.gov.uk

OTHER WAYS TO CONTACT US:

Phone: 01462 474000

www.facebook.com/northhertsDC

@NorthHertsDC

In Person: Council Offices, Gernon Road, Letchworth, SG6 3JF

DIRECT LINES

Benefits 01462 474597

Careline Community Alarms 0300 999 2 999

Housing Advice 01462 474 682

Waste and Recycling Collection including:

- Missed bins
- Street cleaning
- Graffiti
- Litter
- General waste & recycling queries call our waste contractor Urbaser 0800 328 6023

OUT OF HOURS

Out of Hours in an Emergency: Homelessness, Environmental Health, Street Cleansing, Parks, Public Buildings and Car Parks: 0300 777 4125

LEISURE CENTRES

Stevenage Leisure Limited (SLL) manage NHDC owned Leisure Centres. Email: enquiries@stevenage-leisure.co.uk

- Hitchin Swim Centre 01462 441 646
- Archers Fitness Centre, Hitchin 01462 437 111 hitchin@stevenage-leisure.co.uk
- North Herts Leisure Centre, Letchworth 01462 679 311 letchworth@stevenage-leisure.co.uk
- Royston Leisure Centre 01763 255 190 royston@stevenage-leisure.co.uk

OTHER CONTACTS:

HERTFORDSHIRE COUNTY COUNCIL

To report issues with streetlights, potholes, traffic lights and other highways issues, use the Herts Highways fault reporting system www.hertfordshire.gov.uk/faultreporting

For general enquiries contact 0300 123 4040

SETTLE (FORMERLY NORTH HERTFORDSHIRE HOMES)

Tel: 0330 343 0016
www.settlegroup.org.uk

HOWARD COTTAGE HOUSING ASSOCIATION

Tel: 01462 683307
www.howard-cottage.co.uk

Herts Careline achieves 100% customer satisfaction

Herts Careline's community alarm and telecare service has achieved a 100% recommendation rate from its customers. This exceptional performance was generated from the service's annual customer satisfaction survey.

The results from this year's survey show that:

- 100% of service users would recommend Herts Careline to a friend or relative
- 100% of service users felt more reassured having their assistive technology service
- 99% of service users' relatives and friends felt more reassured now that they have the assistive technology service at home
- 99% of respondents rated the service received by the Customer Service Team as 'excellent' or 'good'
- 98% of respondents found the help and advice from the Control Room was 'excellent' or 'good'
- 98% of service users felt more independent having their assistive technology service, an improvement of 3% compared to the 2016-17 survey

What does Herts Careline offer?

Assistive technology, such as portable pendants, community alarms and telecare services, can provide much needed reassurance for users and their friends, families, and carers, as they know help is on hand at the press of a button, 24 hours a day, 7 days a week.

The team at Herts Careline are able to provide services for all ages and are currently working to highlight the support they can offer for young people with epilepsy to help them and their carers manage their condition more safely.

To find out more about Herts Careline services go to: www.care-line.co.uk

"The team at Herts Careline are able to provide services for all ages"

New Portable Pendant – Herts Bernie has launched!

Ever one for innovation, Herts Careline has launched a new product. To meet demand from customers who have asked the community alarm and telecare service to provide a pendant that works outside of the home, they have launched the Herts Bernie Portable Pendant Location Service. Herts Bernie is a St Bernard rescue dog for the 21st century – a portable pendant and reliable companion that can help in an emergency, wherever a person is.

This small, portable device can help people if they get disorientated or need help while away from home. By pressing the SOS button on the device, they can speak to a family member and the Control Room who can check they're OK, and provide emergency help if necessary.

For more information or to sign up, visit: www.care-line.co.uk/bernie or call: 0300 999 2 999

ADVERTISEMENT

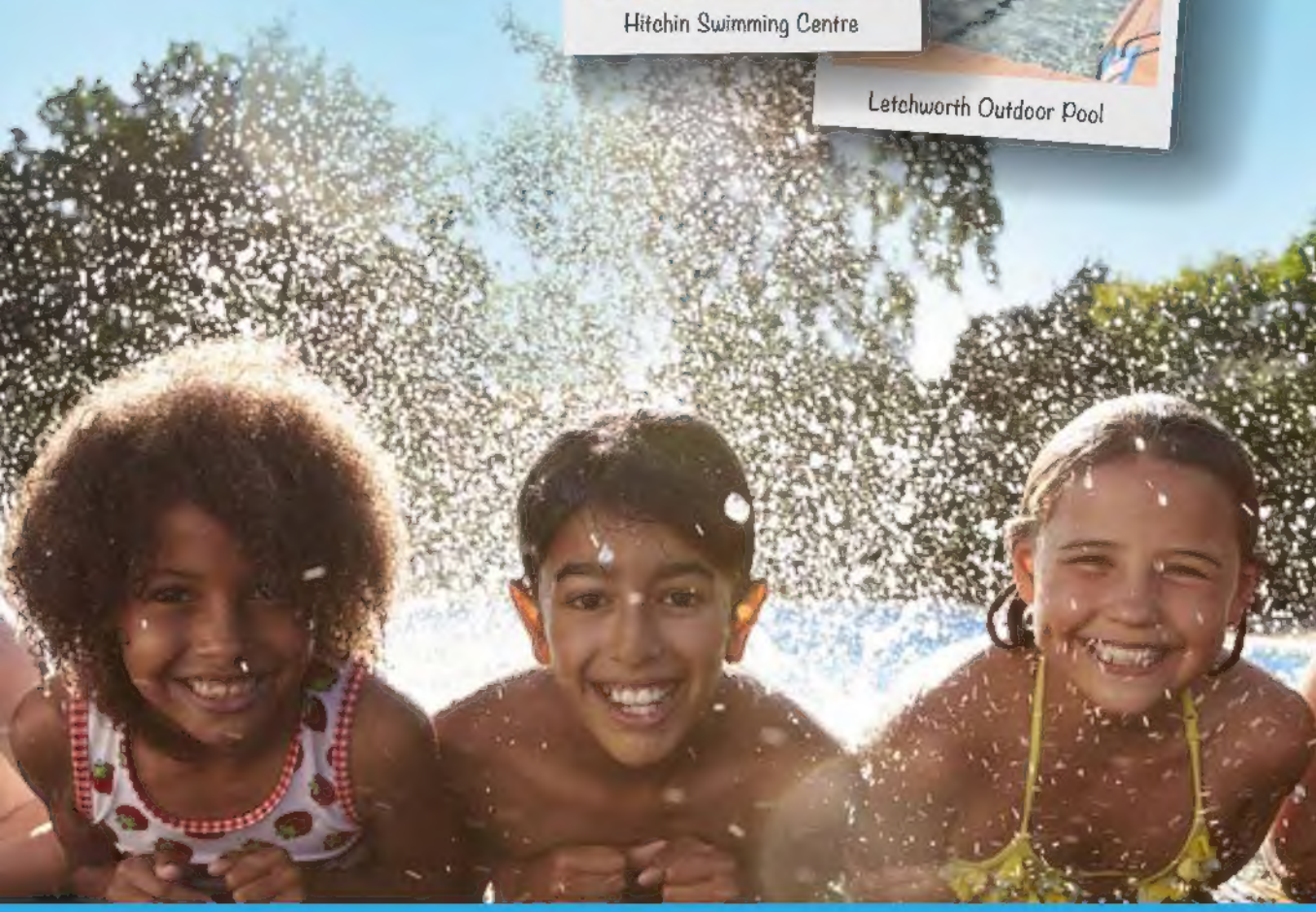
NORTH HERTFORDSHIRE DISTRICT COUNCIL

Summer is only around the corner at your local pool!

Make memories this summer at Hitchin and Letchworth outdoor pools, offering toddler and 50 metre swimming pools, as well as splash cafes, picnic areas and the opportunity to hire for parties and events. Open from Saturday 26th May - Sunday 9th September 2018.

Hitchin Swimming Centre

Letchworth Outdoor Pool



HITCHIN Swimming CENTRE
Fishponds Road, Hitchin, Herts SG5 1HA
01462 441646 enquiries.hitchin@sll.co.uk

LETCHWORTH OUTDOOR POOL
Icknield Way, Letchworth, Herts, SG6 4UF
01462 684 673 enquiries.letchworth@sll.co.uk

SLL.co.uk

Free BMX sessions are a 'wheelie' big hit with North Herts youngsters

Boys and girls from across the district gathered at the Norton Common Skate Park in Letchworth during the Easter holidays, to learn how to ride a BMX bike. In total, 10 free hour long sessions were held over two days and they were in high demand, with 62 children aged between 10–16 years taking part.

Ex-British BMX Champion, Jools Allen, was on hand to teach BMX riding skills and help riders gain confidence. Attendees navigated their way over ramps, up banks and around obstacles.

They also learnt how to jump and stop safely, as well as using balancing skills to limbo under a bar while still riding their bikes.

The sessions were funded by Tesco's local community grant scheme 'Bags of Help'. The scheme, which started in 2015, is funded through the 5p carrier bag charge in their stores.

The Norton Common Skate Park opened in August 2017 and has proven to be a hit with local skaters, who regularly use the park to hone their skateboarding skills.

P-P-P-PICK A PARK IN HERTS!

A new website has been launched aimed at helping residents across Hertfordshire make the most out of the county's parks.

ParksHerts (www.parksherts.co.uk) provides a single point of access for information about the county's parks and open spaces, from across its ten districts, including North Hertfordshire.

The project aims to encourage residents to make more of their valuable local spaces and visit parks they may not have previously explored. It also supports people in improving their health by making it easier to find places to enjoy and share with others, and to get outdoors as part of their daily routine.

ParksHerts can also make suggestions about where to go based on your location, how many people there are with you, and what sort of activity you would like to do. Each park has listings for points of interest, facilities available and directions to get there.

So there's no excuse – get exploring now!

WASTE & RECYCLING

Update on your new waste and recycling service

By now residents will most likely have seen the fleet of new waste trucks and crews from Urbaser, our new waste contractor, carrying out street cleaning and bin collections across the district. We have encountered some operational issues while rolling out the new weekly food waste and garden waste services and we sincerely apologise for any inconvenience this has caused residents. If any residents are still experiencing issues please report these directly to Urbaser on 0800 328 6023.

What's changed?

Technology

Urbaser crews will soon be using the latest in-cab technology, enabling them to respond quickly to issues reported by residents, such as missed bins.

Food waste

Residents in North Herts are also now benefitting from weekly food waste collections, so please remember to put your food waste into your 23l brown food caddy, instead of your brown bin, and place it out on your usual collection day.

Garden Waste

Remember, you can only use your brown bin for garden waste if you have signed up to the new service. If you haven't yet signed up, you can do so here: www.north-herts.gov.uk/gardenwaste

Batteries

We are now able to collect your used household batteries for recycling. Just place them in a small tied clear plastic bag on top of your grey recycling bin lid, for collection on your recycling week.

What hasn't changed?

Flats

If you live in a flat, your waste and recycling service remains unchanged and you may continue to use your communal bins for food waste.

Textiles

We will continue to collect your unwanted textiles including shoes, clothes, bed linen (excluding duvets and pillows) curtains and blankets. Please place them in a tied carrier bag (not black sack) to keep them clean and leave them next to your grey recycling bin on your recycling week.

Paper

All white paper, newspapers and magazines should be placed into your blue box. It has a higher resale value if it is separated from other recyclables, which is why we ask residents to separate it. Brown paper and cardboard should continue to be placed into your grey mixed recycling bin.

Numbering your bin

We would like to remind residents of the benefits of numbering your bins and boxes.

This is helpful so the crews can identify which bin belongs to which property and is particularly important if you have signed up to the opt-in garden waste service.

Our collection vehicles have an electronic record of which addresses have signed up to the garden waste service and clearly numbering your bin(s) will also help to ensure that the crew can easily identify it for collection. It can also help to deter passers-by from using your bin as a litter bin.

Bin numbers can be purchased cheaply from various high street shops and online, or you can paint your number on.

Garden Waste Collection

- You can still sign up to the garden waste service here: www.north-herts.gov.uk/gardenwaste
- The annual service charge for May 2018 – April 2019 is £40 for one bin.
- We will be arranging for the collection of any unwanted brown bin later in the year, as we know that other Councils have found that residents continue to sign up within the first few months of the service starting.
- We will be communicating nearer the time how residents can have their unwanted brown bin collected. Any brown bins will need to be empty before they are collected.
- If you decide not to opt in to receive the garden waste service, you can home compost. Subsidised home composters are available at https://getcomposting.com or you can create a compost heap in your garden.

Changes to your collection day

- To check your collection day, download your 'Recycling Collection Calendar' which can be found on our website – search 'Recycling Collection Calendar'.
- Now that the new contact is fully operational we will be looking at ways to make further efficiencies within the collection rounds. This may mean that some residents' collection days will be affected. Any changes will take effect from November and residents will be given plenty of notice if their day is changing.

Top tips for food caddies

- Place a folded kitchen paper towel in the bottom of your kitchen caddy to absorb moisture
- Empty your green kitchen caddy regularly (every 2-3 days) into your brown outdoor caddy, even if not full
- Line your kitchen caddy using compostable liners with the seedling logo
- Let hot food cool before placing in your kitchen caddy
- Keep the lid of your caddy closed and cover all food (including pet food)
- Rinse out your kitchen caddy with an anti-bacterial spray after emptying to avoid smells, condensation or mould build-up
- Where possible store your outdoor caddy in the shade
- Keep your outdoor caddy clean by rinsing with disinfectant
- If you find flies in your outdoor food caddy you can use fly spray or a few drops of citrus oil on the lid to deter them.

like our Facebook page www.facebook.com/northhertsDC

ADVERTISEMENT

Hertswise
Dementia support in Herts

Are you living with dementia or worried about memory loss?

Hertswise can help with:

- Activities designed by you
- One to one support
- Information and Advice
- Specialist Advisers
- Carer support groups & advice
- And much more!

Call our team: 0300 123 4044 *Monday - Friday, 8am - 6pm*

Brought to you by the Hertswise partnership

Dementia club launches in Letchworth Garden City

A new social club for people with dementia has launched in Letchworth. The Kingfisher Club, the second of its kind in Letchworth, is run by the Howard Cottage Housing Association (HCHA) in partnership with NHDC staff.

The club gives those living with low to moderate dementia, the opportunity to take part in enjoyable activities that stimulate the creative and physical senses. Activities are designed to keep minds sharp, bodies strong and spirits high, and are tailored to individuals' interests, abilities and personality.

Social isolation and poor nutritional intake often go hand in hand with elderly people. To tackle this issue, the Council has worked with HCHA to pilot a new programme called 'Nourish' at the new and already existing Letchworth clubs. Meals are prepared on site within view of club members, who are encouraged to get involved with preparing food by prepping vegetables, mashing potatoes or stirring a cake mix.

This involvement means the whole dining experience becomes much more than simply having a plate of food placed in front of them and it becomes more of a sensory experience. Members are also encouraged to propose dishes to include on future menus for meetings.

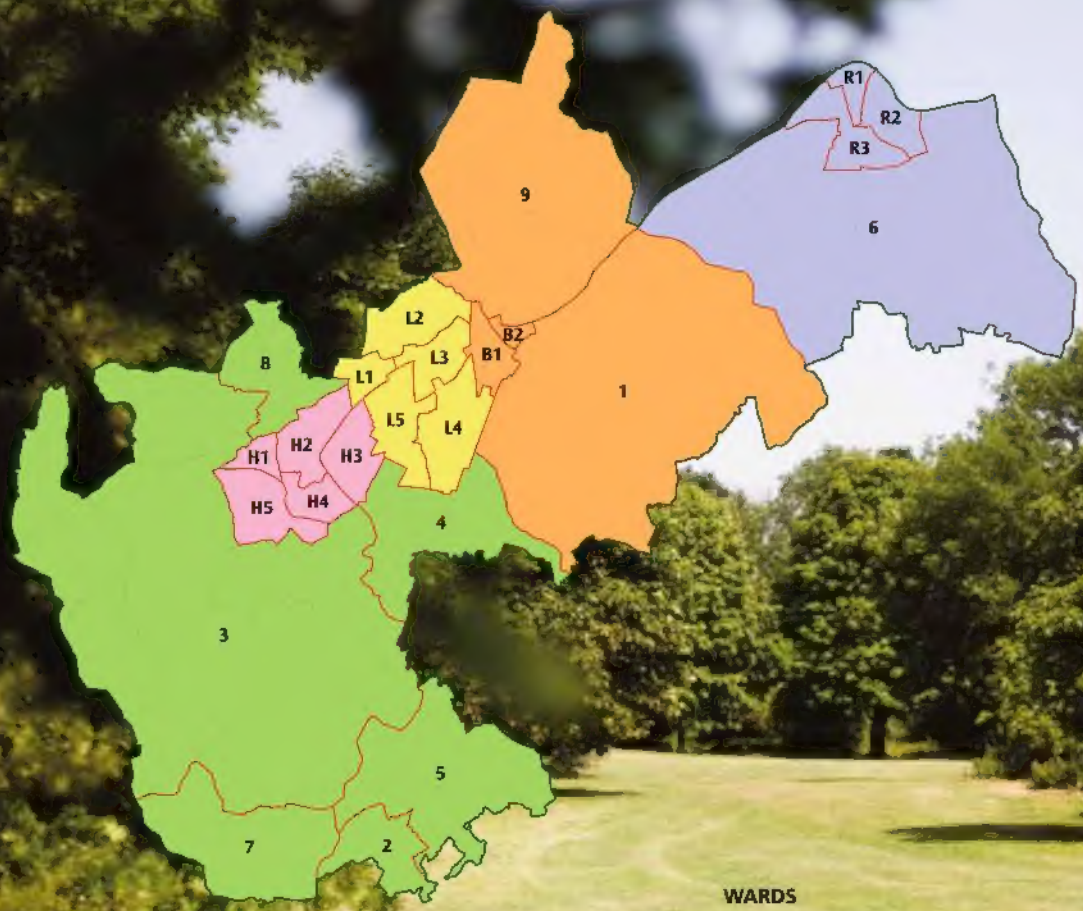
Howard Cottage now has four Kingfisher Clubs – two in Letchworth, one in Hitchin and one in Baldock.

> "Activities are designed to keep minds sharp, bodies strong and spirits high"

They are currently looking for volunteers to help at the clubs on a full or part-time basis. To find out more about the clubs, including membership and volunteering opportunities, call Howard Cottage on 01462 683307.

NORTH HERTFORDSHIRE DISTRICT COUNCIL

Your North Hertfordshire Councillors 2018/19



WARDS

Royston & District
- 6 Ermine
- R1 Royston Palace
- R2 Royston Meridian
- R3 Royston Heath

Baldock & District
- 1 Weston & Sandon
- 9 Arbury
- B1 Baldock Town
- B2 Baldock East

Letchworth
- L1 Letchworth Wilbury
- L2 Letchworth Grange
- L3 Letchworth East
- L4 Letchworth South East
- L5 Letchworth South West

Hitchin
- H1 Hitchin Oughton
- H2 Hitchin Bearton
- H3 Hitchin Walsworth
- H4 Hitchin Highbury
- H5 Hitchin Priory

Southern Rural
- 2 Codicote
- 3 Hitchwood, Offa and Hoo
- 4 Chesfield
- 5 Knebworth
- 7 Kimpton
- 8 Cadwell

At present the District Council comprises

Conservative	29
Labour and Co-operative	14
Liberal Democrats	6

Cllr Lynda Needham is Leader of the Council

Cllr John Bishop is Chairman of the Council

© Crown copyright. All rights reserved 100018622 2007

www.north-herts.gov.uk @NorthHertsDC www.facebook.com/northhertsDC

Your North Hertfordshire Councillors

ARBURY

Janine Paterson (C)
11 Ashwell Road,
Bygrave, Baldock,
Herts, SG7 5DT
Tel: 01462 491880
Email:
janine.paterson@north-herts.gov.uk
BALDOCK & DISTRICT COMMITTEE CHAIRMAN

BALDOCK EAST

Valentine Shanley (C)
10 California, Baldock,
Herts, SG7 6NU
Tel: 01462 893131
Email:
valentine.shanley@north-herts.gov.uk

BALDOCK TOWN

Jim McNally (C)
7 South Lodge Mews, Baldock,
Herts, SG7 6FB
Tel: 07977 543189
Email:
jim.mcnally@north-herts.gov.uk

BALDOCK TOWN

Michael Muir (C)
The Nook Barn, North Road,
Baldock, Herts, SG7 5DW
Tel: 01462 892222
Email: michael.muir@north-herts.gov.uk
LICENSING AND APPEALS COMMITTEE CHAIRMAN

BALDOCK TOWN

Michael Weeks (C)
3 Hadrian Way, Baldock,
Herts, SG7 6AW
Tel: 01462 490166
Email: michael.weeks@north-herts.gov.uk
EXECUTIVE MEMBER FOR WASTE MANAGEMENT, RECYCLING AND ENVIRONMENT

WESTON AND SANDON

Steve Jarvis (LD)
26 High Street,
Graveley, Hitchin,
Herts, SG4 7LA
Tel: 01438 727122
Email: steve.jarvis@north-herts.gov.uk

LETCHWORTH EAST

Sue Ngwala (L&C)
80 Glebe Road,
Letchworth Garden City,
Herts, SG6 1DR
Tel: 01462 621643
Email: sue.ngwala@north-herts.gov.uk

LETCHWORTH EAST

Ian Mantle (L&C)
7 Wilbury Road,
Letchworth Garden City,
Herts, SG6 4JW
Tel: 01462 620127
Email: ian.mantle@north-herts.gov.uk

LETCHWORTH GRANGE

Paul Marment (C)
101 Jarden,
Letchworth Garden City,
Herts, SG6 2NZ
Tel: 01462 676834
Email:
paul.marment@north-herts.gov.uk

LETCHWORTH GRANGE

Helen Oliver (L&C)
1 The Birches,
Letchworth Garden City,
Herts, SG6 4JH
Tel: 07988 747764
Email: helen.oliver@north-herts.gov.uk

LETCHWORTH GRANGE

Daniel Allen (L&C)
16 Warren Close,
Letchworth Garden City,
Herts, SG6 4EH
Tel: 07931 992157
Email: daniel.allen@north-herts.gov.uk

LETCHWORTH SOUTH EAST

Kate Aspinwall (L&C)
4 Sayfield Cottages,
Sandon, Herts, SG9 0QL
Tel: 01763 288068
Email:
kate.aspinwall@north-herts.gov.uk

LETCHWORTH SOUTH EAST

Julian Cunningham (C)
14 Blackmore, Letchworth Garden City, Herts, SG6 2SY
Tel: 01462 678566
Email:
julian.cunningham@north-herts.gov.uk
EXECUTIVE MEMBER FOR FINANCE AND IT, DEPUTY LEADER OF THE COUNCIL AND COUNCIL TAX SETTING COMMITTEE CHAIRMAN

LETCHWORTH SOUTH EAST

David Levett (C)
172 Rushby Mead,
Letchworth Garden City,
Herts, SG6 1SQ
Tel: 01462 678870
Email: david.levett@north-herts.gov.uk
EXECUTIVE MEMBER FOR PLANNING, ENTERPRISE AND TRANSPORT

LETCHWORTH SOUTH WEST

Mike Rice (C)
57 Blackmore,
Letchworth Garden City,
Herts, SG6 2SZ
Tel: 01462 678813
Email: mike.rice@north-herts.gov.uk
PLANNING CONTROL COMMITTEE AND STANDARDS COMMITTEE CHAIRMAN

LETCHWORTH SOUTH WEST

Terry Hone (C)
15 Lapwing Dell, Letchworth Garden City, Herts, SG6 2TE
Tel: 01462 679649
Email: terry.hone@north-herts.gov.uk
FINANCE, AUDIT AND RISK COMMITTEE CHAIRMAN

LETCHWORTH SOUTH WEST

Lynda Needham (C)
68 Broadwater Avenue,
Letchworth Garden City,
Herts, SG6 3HJ
Tel: 01462 671534
Email:
lynda.needham@north-herts.gov.uk
LEADER OF THE COUNCIL

LETCHWORTH WILBURY

Gary Grindal (L&C)
122 Mullway,
Letchworth Garden City,
Herts, SG6 4BE
Tel: 01462 636587
Email: gary.grindal@north-herts.gov.uk
LETCHWORTH COMMITTEE CHAIRMAN

LETCHWORTH WILBURY

Deepak Sangha (L&C)
44 Maylin Close,
Hitchin, Herts, SG4 0NQ
Tel: 07906 829306
Email:
deepak.sangha@north-herts.gov.uk

HITCHIN PRIORY

Simon Harwood (C)
18 Dale Close, Hitchin,
Herts, SG4 9AS
Tel: 01462 452741
Email:
simon.harwood@north-herts.gov.uk

HITCHIN PRIORY

Richard Thake (C)
Hindsmount, Maydencroft Lane,
Gosmore, Hitchin,
Herts, SG4 7QB
Tel: 01462 434711
Email: richard.thake@north-herts.gov.uk

HITCHIN OUGHTON

Clare Billing (L&C)
19 Bingen Road, Hitchin,
Herts, SG5 2PP
Tel: 01462 629432
Email:
clare.billing@north-herts.gov.uk

HITCHIN OUGHTON

Martin Stears-Handscomb (L&C)
26 Farthing Drive,
Letchworth Garden City, Herts, SG6 2TR
Tel: 01462 676146
Email:
martin.stears-handscomb@north-herts.gov.uk
LEADER OF THE LABOUR & CO-OPERATIVE GROUP

HITCHIN HIGHBURY

Paul Clark (LD)
7 Kipling Close,
Hitchin, Herts, SG4 0DU
Tel: 01462 457342
Email: paul.clark@north-herts.gov.uk
LEADER OF THE LIBERAL DEMOCRAT GROUP

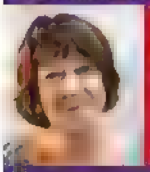
HITCHIN HIGHBURY

Sam Collins (LD)
44 East View,
St Ippolyts,
Hitchin,
Herts, SG4 7PB

Email:
sam.collins@north-herts.gov.uk

HITCHIN HIGHBURY

HITCHIN BEARTON



Judi Billing (L&C)
[illegible]
Hitchin,
Herts, SG4 9NP

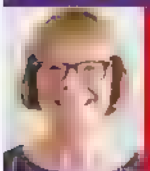
Tel: 01462 624919
Email: judi.billing@north-herts.gov.uk

HITCHIN BEARTON

Ian Albert (L&C)
20 Holdbrook,
Hitchin,
Herts, SG4 9QW

Tel: 07946 594248
Email: ian.albert@north-herts.gov.uk
HITCHIN COMMITTEE CHAIRMAN

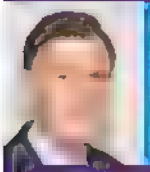
HITCHIN BEARTON



Val Bryant (L&C)
16 Bunyan Close,
Pirton, Herts, SG5 3RB

Tel: 07908 200122
Email: val.bryant@north-herts.gov.uk

HITCHIN WALSWORTH



HITCHIN WALSWORTH

Mike Hughson (L&C)
26 Rivermead,
Hitchin,
Herts, SG5 2TJ

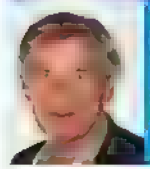
Tel: 01462 642045
Email:
mike.hughson@north-herts.gov.uk

HITCHIN WALSWORTH

Elizabeth Dennis-Harburg (L&C)
15 Royal Quarter, 98 Ickleford Road,
Hitchin, Herts, SG5 1TF

Tel: 07886 034103
Email:
elizabeth.dennis-harburg@north-herts.gov.uk

CADWELL



CODICOTE

CHESFIELD

Terry Tyler (LD)
34 Merrick Close,
Great Ashby,
Herts, SG1 6GH

Tel: 07868 016401
Email:
terry.tyler@north-herts.gov.uk

CHESFIELD

Herts, SG1 6BP

KIMPTON

John Bishop (C)
[illegible]
Herts, SG4 8HU
[illegible]

ROYSTON HEATH

ROYSTON HEATH

Ruth Brown (LD)
9 Stephenson Close,
Royston,
Herts, SG8 5TT

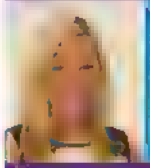
Tel: 01763 230290
Email:
ruth.brown@north-herts.gov.uk

ROYSTON MERIDIAN

ROYSTON MERIDIAN

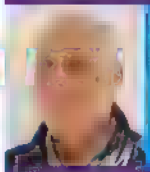
HITCHWOOD, OFFA AND HOO

HITCHWOOD, OFFA AND HOO

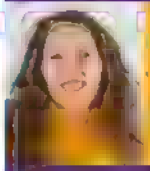


HITCHWOOD, OFFA AND HOO

KNEBWORTH



KNEBWORTH



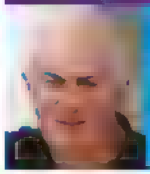
Lisa Nash (LD)
1 Dancote,
Knebworth,
Herts, SG3 6PB

Tel: 01438 814802
Email: lisa.nash@north-herts.gov.uk

ROYSTON PALACE

ROYSTON PALACE

ERMINE



NORTH HERTFORDSHIRE DISTRICT COUNCIL

Council Offices
Gernon Road
Letchworth Garden City
SG6 3JF

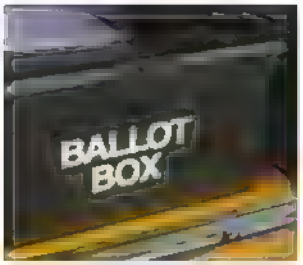
www.north-herts.gov.uk
Call: 01462 474000

@NorthHertsDC

www.facebook.com/northhertsDC

Your Council

Councillors are elected by the registered electors of the local community to represent you in geographical areas known as wards.



At North Hertfordshire District Council (NHDC), Councillors serve a term of four years before retiring or standing for re-election NHDC elects in thirds, which means that every year about 1/3 of the 49 Councillors are up for election. On the fourth year there are no district elections, although this is when elections for the County Council take place

For the civic year 2018/19 the political composition of the Council is 29 Conservative, 14 Labour and Co-operative, and 6 Liberal Democrat Councillors.

In England and Wales, elections take place on a 'first past the post' system. This means that the candidate with the highest number of votes is elected to represent the ward they are standing in.

NHDC operates under the 'Leader and Cabinet' system of governance. The political party with most Councillors elects a leader, who, in turn, appoints Councillors to the Cabinet. The Cabinet is made up of seven members of the ruling group (including the Leader), which in North Hertfordshire is Conservative for the civic year 2018/2019. Cabinet members are given different responsibilities – or 'portfolios' – to manage, such as leisure, finance, housing and so on. The Cabinet develops policy within the framework set out by the Council and has decision-making powers.

NHDC has five area committees: Baldock & District, Hitchin, Letchworth, Royston & District, and Southern Rural. These area committees meet periodically throughout the year and are made up of all Councillors within the designated area. Each deals with community consultation and the allocation of community grants

The Council also has a Planning Control Committee, which makes decisions on planning applications.

High standards of conduct by Councillors are promoted and maintained by the Standards Committee.

All Council, Cabinet, and committee meetings are held in public and usually take place on weekday evenings at 7.30pm. If you would like further information on any of these committees or dates of meetings for the year, please call the Committee and Member Services Team on 01462 474000 or visit the 'Council and Democracy' section of the website at www.north-herts.gov.uk.

Corporate Plan and Objectives

NHDC is committed to working with its local communities, to continue delivering good quality services that reflect the local priorities and the resources we, and our delivery partners, have available to us. We use a range of information to identify priorities such as consultation with our residents, local businesses and population data to inform the Council's current work and to use in its planning for the future.

The three objectives for the Council during the period 2017-2022 are:

- **Attractive and Thriving**
  To work with our partners to provide an attractive and safe environment for our residents, where diversity is welcomed and the disadvantaged are supported.

- **Prosper and Protect**
  To promote sustainable growth within our district to ensure economic and social opportunities exist for our communities, whilst remaining mindful of our cultural and physical heritage.

- **Responsive and Efficient**
  To ensure that the Council delivers cost effective and necessary services to our residents that are responsive to developing needs and financial constraints.

We also deliver a wide range of services including waste collection, street cleansing, food inspection, collection of Council Tax, Non-Domestic Rates and finding temporary and permanent homes for residents. When we deliver these services day to day, we are not complacent about their individual cost to residents and constantly look for more economic, efficient and effective ways of delivery.

The three objectives have been adopted for at least a five year period with an option to review then, or earlier should external circumstances dictate.

Whilst there remains uncertainty regarding central Government funding, it is important that the Council has its priorities and medium term financial strategy aligned, to ensure sufficient stability in the delivery of our services to our residents.

If you have any thoughts or comments regarding the Council's 'Priorities for the District' please let us know.

Out on the road with NHDC's Environmental Crime Officer

Have you ever stopped to think what your town, village or countryside would look like if fly-tipping was left to rot where it had been dumped? Or if abandoned cars were left to rust on your street? Or if the neighbour up the road who has bonfires at all times of day or night, wasn't stopped?

Anti-social problems like these are tackled every day by our Environmental Crime Team, working to clear up and investigate environmental crimes and helping to prosecute those who break the law

One member of the team is David Furr, Environmental Crime Officer at NHDC. When he arrives at work each day he receives a stack of reports to investigate which have been sent in by members of the public. Then, after completing all the obligatory paperwork, he plots his patrol route according to where the problems are

His work covers a wide geographical area and he can easily clock up 60 to 70 miles a day while out on patrol. After 18 years in the same job and being born and bred in North Herts, he knows the roads in these areas like the back of his hand

He never knows where his day will take him. He could be investigating reports of dog fouling, watching camera footage of someone who was caught in the act fly-tipping their waste, or interviewing an environmental crime suspect under caution. No two days are the same

Fly-tipping is one of the core issues the team deal with and David and the rest of the Environmental Crime Team are working hard to combat it. This includes educating North Herts residents that they have a duty of care to make sure if they need someone to take away their waste, they have a valid waste carriers licence and that they obtain a receipt. David also liaises with local landowners to prevent and combat fly-tipping and carries out investigative work to trace and track down fly-tippers so they can be prosecuted

> "The Council have had a number of successful prosecutions against fly-tippers recently including fines of up to £4000"

David said, "If a member of the public reports a problem to us like fly-tipping, it will be dealt with promptly I'm hands-on and I search through fly-tipped waste, looking for evidence that will enable me to trace it back to the person it originally belonged to. That evidence could lead to a prosecution. If someone fly-tips on my patch I'll do my best to catch them and put them before the courts. I'll also arrange for the waste to be cleared away so there is a decent, safe, clean environment for residents and local wildlife as well"

The Council have had a number of successful prosecutions against fly-tippers recently including fines of up to £4000 and a custodial prison sentence of two years for a serial fly-tipper

So what is it about David's job that makes him stick at it? "I'm hopefully making a difference for local people and the environment and I'm driven to do what I do because I care about my work. I care about these issues, the Council cares about these issues and most of the public care, it's only the minority that spoil it for local people in North Herts"

Grants galore for North Herts community projects and buildings

Our Area Committees provide grant funding to charities, independent and non-profit organisations working for the benefit of our communities in North Hertfordshire. Grants were recently awarded to the following:

[illegible] Area Committee

- Baldock Community Forum
  £2,000 to purchase equipment such as gazebos and fencing, to support their [illegible] programme of events
- [illegible]ington Village Hall
  £500 for resurfacing their outdoor play area
- Weston Cricket Club
  £1,500 to purchase a lawn mower so they can better maintain their cricket pitch
- [illegible] Club
  £500 to assist with the purchase [illegible] and water supply equipment

[illegible] Area Committee

- [illegible] Community Garden
  £2,850 to improve the facilities and learning opportunities for visitors to their base at Ransom Pavilion
- Thamesis Counselling
  £4,964 towards costs of weekly one-to-one counselling sessions to vulnerable adults and young people with mental health issues

[illegible] Area Committee

- Groundwork [illegible]
  £2,968 to provide informal 'Wellies in the Woods' natural play sessions for families on Norton Common Nature Reserve

[illegible] Area Committee

- [illegible]
  £250 towards [illegible] to give football sessions at the club
- [illegible] Pre-School
  £250 towards provision of 10 super sports coaching sessions
- [illegible]rnhoe Memorial Hall
  £3,590 to provide a play area for children aged 11 and under
- [illegible] Tennis Club
  £1,066 towards purchasing table tennis and sports equipment
- [illegible]ot Want Not
  £1,880 towards the installation of a disabled portable toilet

[illegible] Area Committee

- [illegible] First
  £2,500 towards an initiative to reduce theft from vans, sheds and outbuildings in rural areas

If you would like to apply for an Area Committee Grant on behalf of a charity or community organisation please go to www.north-herts.gov.uk/home/community/grants/area-committee-grants. The deadline for the next round of grant applications is 5pm on Friday 3 August.

Say No to Nuisance Noise This Summer

With longer days and warmer weather everyone can enjoy the outdoors more. Sadly, this can occasionally mean that neighbours have to suffer excessive noise or other nuisances.

You can report a noise problem directly to us on our website, or download a noise record nuisance sheet and send it to us as part of your complaint. If you have a smartphone, you can use the Noise App to record the nuisance noise as part of a noise diary. Visit www.north-herts.gov.uk/noiseapp for details.

We also operate a Weekend Noise Call-Out Service from 1 April to 30 September, between 8pm and 3am on Friday and Saturday nights. This allows you to report a problem such as noise from a house party, licensed premises or car/house alarms. To do so, please call 0300 777 4129 (calls charged at local rates).

We aim to ring callers back within one hour and if the noise complained about continues to be a problem, to visit as soon as possible. We will need to visit you to witness the disturbance that you are experiencing, before we take any action.

For more information on making a noise complaint, visit www.north-herts.gov.uk and search for 'noise nuisance'.

ADVERTISEMENT

LET'S S.C.R.A.P. FLY TIPPING!

We ALL have a DUTY OF CARE, to ensure our household or business waste is disposed of legally and not fly tipped. Avoid an UNLIMITED FINE by following the S.C.R.A.P. code:

- **S** uspect ALL waste carriers
- **C** heck with the Environment Agency on 03708 506 506 that the provider taking your waste away is licensed
- **R** efuse unexpected offers to have waste taken away
- **A** sk what will happen to your waste
- **P** aperwork should be obtained – get a full receipt

Around two thirds of fly tips are household waste. These are all examples of fly tipping which YOU could be fined or prosecuted for.

For more information on preventing fly tipping or to report fly tipping: hertfordshire.gov.uk/flytipping

For information about the Household Waste Recycling Centres: wasteaware.org.uk

NFU

RESTORATION ON THE RIVER HIZ

The River Hiz in Hitchin is one of nine chalk rivers found across Hertfordshire. A section of the river flowing past Cadwell Lane Playing Field, has been brought back to life, in a project devised by Hertfordshire County Council's Countryside Management Service (CMS) and NHDC.

The river was extremely shaded and rubbish had accumulated both in the channel and on the banks. These two issues combined resulted in the decline of this important habitat. Twelve months later, the river has been transformed. Overshading trees were coppiced (cut to ground level) and pollarded (cut above head height) to allow much needed light into the channel. CMS practical conservation volunteers were involved in removing rubbish from the river and its banks.

In only a short period of time the river channel has bounced back, from being a shady channel devoid of vegetation, it now has colour and is brimming with in-channel and marginal vegetation, which will be great for invertebrates and fish. Wildlife is slowly returning to the channel with a little egret being seen only recently trying to catch a tasty morsel.

CMS are planning on setting up a 'Friends of the Purwell Valley' group to work across the chain of important sites along the river in Hitchin, carrying out small practical conservation tasks and acting as the eyes and ears for the valley. If you are interested please contact CMS on northeast.cms@hertfordshire.gov.uk or 01992 588433.

WHAT'S ON this Summer and Autumn

EVENTS & EXHIBITIONS

MUSEUMS & GALLERIES

BRITISH SCHOOLS MUSEUM

41 / 42 Queen Street,
Hitchin, SG4 9TS
01462 420144
www.britishschoolsmuseum.org.uk

12 July, 7pm
Inspirational Women talk
Listen and learn about Queen Elizabeth I, Octavia Hill and Odette Churchill. They represent inspirational leadership, social reform and heroism. £5 entry. Booking essential.

9 August
Pip, Squeak and Wilfred
The fascinating story of how the discovery of some WW1 medals uncovered an extraordinary forgotten family history. £5 entry. Booking details on the website

Children's activities
Craft and activity days at The British Schools Museum every Wednesday and Thursday in August. Designed for 4-11 year olds.

NORTH HERTFORDSHIRE MUSEUM

Brand Street, Hitchin, SG5 1HX
01462 474554
www.north-herts.gov.uk/museum
Event details can be found at:
www.facebook.com/northhertsmuseum/
Opening times: Tues – Sat 10.30am – 4.30pm. Admission free

Until 29 September
Louis Wain – Curious Cats
Prolific Victorian artist Louis Wain was famous for his psychedelic drawings of cats. View his paintings and learn more about his life at this fascinating exhibition

13 October – 1 December
'North Herts Undaunted': Our fight for the vote
Another excellent exhibition from the North Herts Museum, this time following the stories of local suffragettes who fought for women's rights to vote.

7 September
Mad-doctors and their medicines (Centuries of mental health care in Hitchin)
Join Dr Mike Clarke for this free talk on mental health care across the ages.

ROYSTON MUSEUM

5 Lower King Street, Royston, SG8 5AL
01763 242587
www.roystonmuseum.org.uk
curator@roystonmuseum.org.uk

21 July, 10.30am -12noon
Historical Crafter Day: Farming
Crafty activities & trail around the museum. £3 per child. Drop-in activity, no need to book in advance.

July and August, 10.30am -12noon
Crafty Wednesdays
Have a go at some different craft activities each week. Activity trail around the Museum. Drop-in activity, no need to book in advance

16 August
Family Lino Printing
Family friendly beginner's lino printing session, led by talented local artist Liz Beardwell. Make your own print on the 1855 Crow printing press. £3 per person. Drop-in activity, no need to book in advance

18 August, 10.30am -12noon
Historical Crafter Day: Castles
Crafty activities & trail around the museum. £3 per child. Drop-in activity, no need to book in advance

TOWN & VILLAGE EVENTS

ASHWELL

6 October, 10am – 5pm, 7 October, 2pm – 5pm
Ashwell Book Weekend, St Mary's Church
This annual event is now in its 19th year. Hundreds of books on offer at bargain prices. Tea, coffee and homemade cakes available. Entry £1. Children under 16 free. Proceeds to the Church Restoration Appeal.

BALDOCK

For event details visit: www.baldockeventsforum.org.uk

Baldock Cycle Challenge
This cycling challenge offers an opportunity to explore Baldock and the surrounding countryside by bike and starts and finishes in Baldock High Street. It's not a race and all are welcome. Register to take part. Email info@baldockevents.co.uk for more information or go to www.baldockeventsforum.org.uk/cycle-challenge

Wednesdays
Baldock Charter Market, Baldock High Street
Pop along to buy freshly baked bread, scrumptious cakes, freshly caught fish and beautiful cut flowers each Wednesday

2 – 4 October
Baldock Charter Fair, High Street
Don't miss the annual Charter Fair! Bumper cars, high flying rides, coconut saloon, rifle range, tea cups, inflatables, amusement arcade, fun house, ghost train, hook-a-duck, helter skelter, candy floss, ice cold slush, fairground food and so much more.....there's something for everyone to enjoy!

HITCHIN

For event details visit:
www.hitchinherts.com/events

7 July
Independents Day
Hitchin's independent businesses are such a big part of our retail offer and are pleased to participate in this national celebration with stalls on the Market Place.

21 July
Dog Show
Festival dog show on the Market Place. Produce your pooch to win a prize!

28 July
FitFest Hitchin
For all things energetic on Hitchin Market Place! Demos, stalls and activities.

11 August
ROTW
The Rhythms of the World music festival returns to the Market Place for a family day of music and entertainment. Find out about the line up and everything else about the festival here: www.rotw.uk

18 – 19 August
Hermitage Road Weekend
Following on from the success of last year, the businesses of Hermitage Road will be hosting this event over the weekend. With special offers in stores, classic cars, entertainment, music and food.

8 – 9 September
Hitchin Food and Drink Festival
This is not just the regular tempting stalls, but a positive cornucopia of gastronomic goodies with the chefs on hand to demonstrate their culinary skills.

LETCHWORTH

For event details visit:
www.loveletchworth.com

11 July – 15 July
Wimbledon Comes to Letchworth
Enjoy watching Wimbledon on a large screen in dedicated areas of the town centre, whilst local businesses serve you strawberries and cream, afternoon teas, Pimms and other refreshments. Our very own Henman Hill!

28 July – 29 July
Vintage Festival
A brand-new event celebrating all things from the 1920's up to the late 1950's. Letchworth town centre will come alive with dancing, live entertainment, retro vintage fashion, Vintage cars, stalls and more.

29 – 30 September
Beer & World Food Festival
Returning for another year, this Festival brings with it a wealth of world foods, live entertainment and children's activities for friends and family to enjoy!

ROYSTON

7 July, 10am to 3pm, Fish Hills Square
Music Trail
A treasure trail with a difference! Children will be set the task of finding musical instruments located in shop windows. Every child completing a form will receive a gift bag. Craft activities too! Free trail entrance and activities.

5 August, 10.30am – 4.30pm
Royston Kite Festival
A fun family day out at Royston Heath. Watch professional kite flying teams in action. Special kite flying sessions for children in the main arena. Low cost kites available to purchase on the day or children can make their own at a kite making workshop www.roystonkitefestival.com/

28 – 30 September
Royston Arts Festival
This year's theme is 'Voyages of Discovery' and will be filled with arts, crafts, literature, performances and more!

For more information visit: www.creativeroyston.org

6 October
The Pirate Trail
Each year Royston is 'overrun' with small pirate captains and first mates as they scavenge on the town's treasure trail, looking for bags of gold. With Pete the Pirate meet and greet and many craft activities, the event is not to be missed!

ST IPPOLYTS

21 July, 10.30am to 5pm
Football tournament
St Ippolyts United are hosting a 6-a-side football tournament at St Ippolyts Recreation Ground. There will be a licenced bar and BBQ. All are welcome.

Community buildings reap the rewards of grant funding

A number of North Herts community buildings have benefitted from NHDC funding over the past year. In total, 10 different buildings have received over £440,000 from our Community Facilities Capital Grants funds to revamp and refurbish their facilities.

Grants were awarded to:

- North Herts Minority Ethnic Forum, to build an extension on their Hitchin headquarters, enabling support of more members of black and ethnic minority communities.
- Baldock Arts and Leisure Centre to help convert part of their building into a new heritage area.
- Hitchin Educational Foundation to renovate a derelict Scout hut and turn it into a community venue.
- Pirton Village Hall to build a multi-purpose extension.
- Knebworth Scout and Guide Group for essential maintenance to its 60 year old headquarters.
- Barkway Village Hall to create a new emergency exit and renovate its kitchen area.
- Dacre Rooms, Kimpton to refurbish and update rooms, making it fit for purpose for the next 20 years.
- Jackmans Community Centre, Letchworth to refurbish toilet facilities and provide disabled access.
- St Michael's Mount Community Centre, Hitchin to replace windows, doors, upgrade the outdoor play area and provide an all weather canopy.
- Walsworth Community Centre, Hitchin to refurbish and replace the flooring, heating, boiler and heating system.

David Pitcher, Chair of the Management Committee at Kimpton's Dacre Rooms said, *"Now refurbishment is complete, we are delighted with the outcome. The Rooms now attract many new individuals and village groups to the building. One of the greatest benefits of the refurbishment project is that young and elderly people in Kimpton now meet at the many events taking place."*

To find out more about community facility grant funding, go to www.north-herts.gov.uk and search for community facilities.

Working to tackle domestic abuse

Nationally, an estimated one in four women and one in six men experience domestic abuse at some point in their lifetime. It can wreck lives and devastate families.

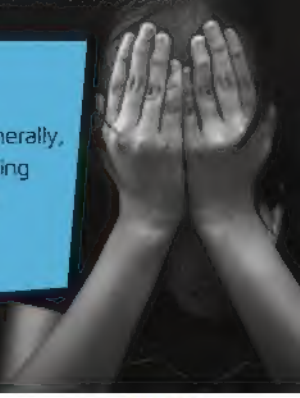
Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening or degrading behaviour, violence or abuse, in the majority of cases by a partner or ex-partner, but also by a family member or carer.

NHDC has recently joined forces with Stevenage Borough Council's domestic abuse service, Stevenage Against Domestic Abuse (SADA) to provide support and crisis intervention for victims of domestic abuse. The service is open to both men and women. Available support includes help or referrals to a relevant agency - with accessing legal advice, financial and housing advice, emotional support and installation of additional security features within the home.

SADA also operates a Safe Space; emergency accommodation which can house a family of six for up to seven days. For more information, contact SADA on 01438 242666.

Another organisation which offers support and assistance to people living in Hertfordshire and the surrounding area is Safer Places, which offers specialist advice, counselling and support services in addition to safe accommodation. Safer Places can be contacted 24 hours a day, seven days a week on 03301 025811.

For advice and assistance about housing issues generally, the Council's housing options team can be contacted on 01462 474000.



Extension of Mandatory Licensing in Houses in Multiple Occupation

From 1 October 2018, all private properties that are rented as a shared house or bedsits (House in Multiple Occupation or HMO) occupied by five or more persons not related, will require a licence.

Any Landlord who rents out a HMO is required to apply for a licence before 1 October 2018. After this date any property found unlicensed may be subject to legal penalties for failing to comply.

All types of HMO properties are included within the extension of licencing, including flats and houses. If your property is already licensed under the current licensing scheme (where the property has three or more storeys), this licence remains in force.

For further details on how a landlord can apply for a licence visit our website: www.north-herts.gov.uk and search 'HMO'. If you are a tenant or landlord and want to check if your property requires a licence, please email env.health@north-herts.gov.uk

Council Meetings

COMMITTEES – 2 JULY 2018 TO 4 NOVEMBER 2018 (7.30pm unless stated)

An audio recording is taken at all Council meetings (excluding confidential parts). The press and public also have a right to film and record at Council meetings and a protocol on this can be found here: www.north-herts.gov.uk/recordingmeetings

DATE	COMMITTEE	VENUE
Wednesday, 18 July 2018	Council	Council Chamber, DCO, Letchworth GC
Thursday, 19 July 2018	Planning Control Committee	Venue tbc
Tuesday, 24 July 2018	Overview & Scrutiny Committee	Council Chamber, DCO, Letchworth GC
Monday, 30 July 2018	Finance, Audit & Risk Committee	First Floor Rooms 2/3, DCO, Letchworth GC
Tuesday, 31 July 2018	Cabinet	Council Chamber, DCO, Letchworth GC
Thursday, 16 August 2018	Planning Control Committee	Council Chamber, DCO, Letchworth GC
Wednesday, 3 September 2018	Baldock & District Committee	Baldock Community Centre, Simpson Drive, Baldock
Thursday, 6 September 2018	Council	Council Chamber, DCO, Letchworth GC
Tuesday, 11 September 2018	Hitchin Committee	Westmill Community Centre, John Barker Place, Hitchin
Wednesday, 12 September 2018	Royston & District Committee	Royston Town Hall, Melbourn Street, Royston
Thursday, 13 September 2018	Southern Rural Committee	First Floor Rooms 2/3, DCO, Letchworth GC
Tuesday, 18 September 2018	Overview & Scrutiny Committee	Council Chamber, DCO, Letchworth GC
Wednesday, 19 September 2018	Letchworth Committee	First Floor Rooms 2/3, DCO, Letchworth GC
Thursday, 20 September 2018	Planning Control Committee	Council Chamber, DCO, Letchworth GC
Monday, 24 September 2018	Finance, Audit & Risk Committee	First Floor Rooms 2/3, DCO, Letchworth GC
Tuesday, 25 September 2018	Cabinet	Council Chamber, DCO, Letchworth GC
Wednesday, 26 September 2018 (3pm)	Joint Staff Consultative Committee	First Floor Rooms 2/3, DCO, Letchworth GC
Tuesday, 9 October 2018	Standards Committee	Council Chamber, DCO, Letchworth GC
Thursday, 18 October 2018	Planning Control Committee	Council Chamber, DCO, Letchworth GC

LOUIS WAIN – CURIOUS CATS EXHIBITION COMES TO NORTH HERTS

The current exhibition at the new North Herts Museum in Hitchin is of paintings by the Victorian artist Louis Wain, borrowed from Bethlem Museum of the Mind in London.

Born in London in 1860, Louis Wain is best known for his psychedelic paintings of cats. He was a prolific artist, sometimes producing several hundred drawings a year.

Wain's life was not easy. Aged 20 when his father died, he was responsible for his mother and five unmarried sisters. Although his illustrations were popular, financially he was naïve, and exploited by publishers. Sadly his wife Emily died of breast cancer three years after their marriage. During her illness Wain sketched their kitten Peter to amuse her, and began to specialise in cat pictures. At first the cats were on all fours, but Wain soon began to paint them standing upright, in human clothes. Wain's cats play musical instruments, drink tea, play cards, fish, smoke, and enjoy a night at the opera.

After his mother and then his eldest sister died, Wain became increasingly unstable. In 1924 he was certified 'insane' and admitted to a pauper ward of Springfield Mental Hospital in South London. After a public campaign he was transferred to Bethlem and finally to Napsbury, near St Albans, where he remained until his death in 1939. Throughout his life in hospital Wain continued to draw and paint. His work is evidence of how his skills as an artist remained intact despite his erratic mental health.

The exhibition is open Tuesday to Saturday, 10.30am – 4.30pm, until 29 September. Admission is free.

Making a splash this Summer

If you are looking for a good day out on a sunny day this Summer, then look no further than our splash parks and outdoor pools.

Splash parks at Priory Memorial Gardens in Royston, Bancroft Recreation Ground in Hitchin, and Avenue Park in Baldock were turned on at the beginning of May, along with the multi million pound water feature at Howard Park and Gardens in Letchworth.

We are also very lucky to have two outdoor pools in the district. Both are heated and benefit from having smaller heated pools for toddlers and younger children, grassed areas for sunbathing and cafés / kiosks for refreshments and snacks. A range of concessions are also available for families, multi-swim tickets and swim memberships. Both pools can be hired for private functions and pool parties. Check our website at www.north-herts.gov.uk for opening times.

NHDC is committed to equal opportunities and our aim is to make our services easy for all residents to use. If English is not your first language or you have difficulty reading this document please contact us to discuss how we may be able to assist you.

Please call: 01462 474000, or email service@north-herts.gov.uk Textphone (for textphone users) on: 01462 474800

OUTLOOK is published by the Communications Team, North Hertfordshire District Council, Town Lodge, Gernon Road, Letchworth, SG6 3HN

email outlook@north-herts.gov.uk

© Unless otherwise stated, articles and photography are copyright of North Hertfordshire District Council.

Every care is taken to ensure accuracy, but the publisher or manager cannot be held responsible for errors or omissions in editorial content.

"MAKING NORTH HERTFORDSHIRE A VIBRANT PLACE TO LIVE, WORK AND PROSPER"